

USER GUIDE for
REGISTRATION AND LOGIN PROCESS
Automated Licensing Information and Report Tracking System
(ALIRTS)

INTRODUCTION

The Automated Licensing Information and Report Tracking System (ALIRTS) is a web-based application developed by the Office of Statewide Health Planning and Development (OSHPD) that allows health facilities to submit Annual Utilization Reports over the Internet and to view selected licensing information.

Primary Care Clinics will be the first health facilities to use ALIRTS, beginning with the reports covering the calendar year 2001. The ALIRTS application will replace the hardcopy reports and will allow clinics to prepare, validate, and revise their Annual Utilization Reports electronically over a secure website. To ensure security, data sent to the ALIRTS website will use 128-bit encryption, the highest security connection available. Clinics will be able to register and receive login IDs and passwords at the website.

Starting June 10, 2002, clinics will be able to register and receive login IDs and passwords. Starting August 1, 2002, annual utilization reports can be submitted. The due date for submitting 2001 data is September 1, 2002.

Minimum System Requirements

In order to use the ALIRTS system you must have a personal computer system that meets the following minimum requirements:

- ◆ CPU – 133 MHz
- ◆ RAM – 64 MB
- ◆ Modem – 28.8 KB
- ◆ Internet Browser – Internet Explorer 5.0 or higher (IE)
- ◆ Browser Security 128-Bit Encryption
- ◆ Internet Service through an Internet Service Provider

Security - OSHPD ALIRTS Account

OSHPD ALIRTS Accounts are in a secure location of the web server that is being reserved for clinics to submit, store, and receive data. Each clinic must be associated with an ALIRTS Account in order to submit utilization data (one account may be associated with multiple clinics). Only those individuals who have an appropriate login ID and Password can enter into this secure area and conduct transactions. Each facility will have an account and must designate one person to be the OSHPD ALIRTS Account Administrator (OAAA), who will have the responsibility for the account at the facility level.

REGISTRATION

The clinic must first register with ALIRTS to use the web application. Once a clinic has completed the registration process, ALIRTS will:

- ◆ Establish an account for that facility,
- ◆ Issue a login ID / password combination that will be used to activate the account and set up the OSHPD ALIRTS ACCOUNT ADMINISTRATOR (OAAA), Alternate Contact and any other Facility Users for that account.

Key Role: the OSHPD ALIRTS Account Administrator (OAAA)

The OAAA is the person at the clinic level who will have the primary responsibility for the account. This can be the clinic administrator or his/her designee. The OAAA has the following responsibilities:

- ◆ Registering the clinic.
- ◆ Registering any additional clinics that would be under the account.
- ◆ Assigning an alternate contact person, who would be a secondary receiver of e-mail communications from ALIRTS.
- ◆ Assigning additional Facility Users who will have the authority to submit and revise data (this is an optional role – the OAAA does not have to establish any Facility Users).
- ◆ Reviewing periodically the list of subsidiary Facility Users and marking them as either “active” or “inactive”.
- ◆ Updating Facility Users as staffing changes.

Multiple Clinics Under One OAAA

One person can be the OAAA for multiple facilities. For example, if the organization has a home office and multiple sites, one person could be the OAAA for the entire organization and designate someone at each facility to be a subsidiary Facility User with the authority to submit the utilization report. Directions for setting up a multi-facility account are listed in Step 11.

DESCRIPTION OF ALIRTS USER GUIDE

Establishing an ALIRTS account over the Internet is a simple, two-part process. In Part 1, a clinic official establishes an OSHPD ALIRTS Account, registers as the OAAA, designates an alternate contact, and identifies additional facilities (if any) for which the OAAA is responsible. OSHPD will provide the OAAA with a Login ID and Password. Part 1 consists of Steps 1 through 12.

In Part 2, the OAAA activates the account the first time ALIRTS is accessed and will be prompted to change the OSHPD-provided password. At this time, the OAAA can designate subsidiary Facility Users. This process is located in Steps 13 through 16.

Also included in this User Guide are instructions and descriptions of other features and functions of ALIRTS, including how to maintain accounts and users. These features begin at Step 17.

Part 1 - Establishing an ALIRTS Account

1. Launch Internet Explorer (IE).
2. ALIRTS is a “secure” site that requires 128-bit encryption. While online, check the browser version and encryption security level as follows:

- 2.1. Click **HELP** on the IE toolbar.

- 2.2. Click **About Internet Explorer**. A window will appear showing the browser’s version. Note the browser version, as it may be needed later. The “Cipher Strength” (encryption) should read “128-bit”.

If it does, close the window and skip to the registration process (Step 3).

If the “Cipher Strength” is less than 128-bit, click on **Update Information**. This will link with a Microsoft download page.

- 2.3. To update the encryption connection, locate the browser version and operating system on the right side, and click on **High Encryption Pack**. A window will open with two save options –

- ◆ “Run this program from current location”. If this option is selected the encryption program will install immediately.

OR

- ◆ “Save this program to disk”. If this option is selected, the encryption program will save the file to the designated location on the computer. The upgrade program will need to be installed before accessing the ALIRTS Home page.

- 2.4. After the program is downloaded (or saved) the system will return to the Microsoft Internet Explorer High Encryption Pack page. Close the window.
- 2.5. Double-check your 128-bit encryption update: Click **Help - About Internet Explorer** - and check the Cipher Strength. It should now be 128-bit. If so, your system is now upgraded and you may continue with the registration process. If the update was not successful, you should contact your organization's IT technical support.
3. Type "http://alirts.oshpd.state.ca.us" in your browser Address Box and press **<Enter>**.

OPTION - For future convenience, add this site to your Favorites folder by clicking on **Favorites** in the IE menu bar, and then clicking on **Add to Favorites**.
4. Click on **OAAA Registration** on the left side to go to the OSHPD ALIRTS Account Administrator Registration – Login page

Note: At this point you will get a Security Alert asking if you wish to enter a secure portion of the application. Click on "Yes". These Security Alerts will display each time you enter or leave a secure portion of the application – always click on yes to proceed.

OSHPD ALIRTS Account Administrator Registration – Login

5. Enter the nine-digit OSHPD Facility ID and press the **<Tab>** key. If you are the designated OAAA for more than one facility, use the OSHPD Facility ID related to your primary work location.
6. Enter the 16-digit ALIRTS Tracking ID exactly as it appears in the cover letter (include the hyphens). Do not leave any spaces.
7. Verify the Facility ID and Tracking ID numbers. If both numbers are correct, click on **OK**. You will be sent to the OSHPD ALIRTS Account Administrator Registration – Edit page.

Note: If you clicked on **Close** instead of **OK**, you will return to the previous screen. Any information entered on this page will be lost.

Unsuccessful entry of the ID numbers will generate an error message.

Possible Error Messages of the Login Sequence:

- ◆ *The Registration process is complete for this facility. To edit registration data, login into ALIRTS first.*

Possible Problem Source: Someone else associated with your facility has already completed the registration process and possesses the OAAA access rights. If you cannot determine the facility staff affected, contact OSHPD at (916) 323-7685.

- ◆ *The Facility ID and Tracking ID are invalid. Please double-check the values from your Registration Letter.*

Possible Problem Source: The ID numbers were entered incorrectly. Click on **OK** to close the error message window and re-enter both numbers again.

OSHPD ALIRTS Account Administrator Registration – Edit

Note: On this page you may use upper and/or lower case characters. Use the **<Tab>** key or mouse to move from field-to-field. The **<Enter>** key is disabled. All fields are required to be completed unless otherwise noted.

Do not click on **Update** until you have entered all required information. Clicking on **Close** will return you to the previous page and all information entered on the OSHPD ALIRTS Account Administrator Registration – Edit will be lost. You will also lose all entered information if you click on **Back**.

8. Enter the OSHPD ALIRTS Account Administrator Contact Information as follows:
 - 8.1 The First and Last Name of the OAAA (required). The Middle Initial is optional.
 - 8.2 The OAAA's Title (required).
 - 8.3 The OAAA's Phone Number (required) and Extension (if applicable).
 - 8.4 The OAAA's FAX Number (optional, but encouraged).
 - 8.5 The OAAA's E-mail Address (required).

Note: The e-mail address will not be available to the public and will be used by OSHPD to send your initial Password as well as to send ALIRTS-related notices and updates.

 - 8.6 Enter the OAAA's Street Address, City, State and Zip Code (required). The Zip Code Extension is optional. This information will be used by OSHPD to mail ALIRTS-related material that cannot be distributed electronically.
9. Under **Alternate Contact Information**, enter the same information in the fields as required for the OAAA. The Alternate will serve as a redundant e-mail source for OSHPD's use. The address information for the alternate is required.
10. If registering a single clinic, click **Submit** after checking all information. This will send your registration information to OSHPD.

Registering Multiple Facilities

11. To register multiple clinics, enter the OSHPD Facility ID and ALIRTS Tracking ID for each additional facility. If registering more than two additional clinics, click on **Add Facility Row**. After checking all information, click on **Submit**

when all facilities have been added to send registration information to OSHPD.

If registration is successful, ALIRTS will automatically produce a Confirmation page that contains your password and will send an e-mail with your Login ID information.

Note: If an e-mail is not received within 24 hours, there may be an error in the e-mail address provided and the registration process will need to be repeated (Step 3). Contact OSHPD if the repeated steps still do not produce an e-mail.

If the data you submitted contained errors or omissions, ALIRTS will show an error message at the top of the screen. Review the data fields indicated in the error message and make the needed corrections, then click on **Submit** again.

OSHPD ALIRTS Account Administrator Registration received (Confirmation)

12. The OSHPD ALIRTS Account Administrator Registration received (Confirmation Page) will display your password (to be used in Login – see Step 13), a certification (to be signed and sent to OSHPD) and a summary of the information on each registered facility.

12.1 Print the Confirmation page and review carefully.

12.2 If everything is correct, send the signed Confirmation Page to OSHPD by FAX at (916) 322-1442 or by mail to:

OSHPD
Accounting and Reporting Systems Section - ALIRTS
818 K Street, Room 400
Sacramento, CA 95814

Retain this page as proof that you have officially registered with OSHPD as the ALIRTS Account Administrator.

12.3 Click on **ALIRTS Home** at the top of the page and return to the ALIRTS Home Page, or exit Internet Explorer.

Corrections can be made on the OAAA Registration – Edit screen after login.

Note: If any of the clinics for which registration data was entered do not appear on the Confirmation Page, it means that the Facility ID / Tracking ID combination you entered on the Alternate Facility section contained an error and that particular clinic is not registered. Again this can be fixed at the OAAA Registration – Edit screen

This completes Part 1 of the registration process.

Part 2 – Activating an ALIRTS Account

Upon receipt of your e-mailed Login ID, go to the ALIRTS Home Page (see Steps 1 and 3), and click on **Login** in the left navigation bar to complete Part 2. Users will be prompted to change the OSHPD-provided password on the initial login.

13. OSHPD ALIRTS – Login

- 13.1 Enter the OSHPD-provided Login ID from the e-mail note.
- 13.2 Enter the OSHPD-provided Password from the Confirmation Page.
- 13.3 Click **OK**. The OAAA will now be required to change the OSHPD-provided Password. **Cancel** will redirect you to the ALIRTS Home Page.

14. OSHPD ALIRTS - Change Password

- 14.1 The OSHPD-provided Login ID may be changed by typing over the existing one. This is recommended due to the format of the system-generated Login ID.
- 14.2 Change the OSHPD-provided Password by entering a new password in the “Password” field and then re-entering it in the “Retype Password” field.

IMPORTANT! About the Login ID & password:

- ◆ Both must be unique, i.e., no other employee can have same Login ID or password as you.
- ◆ Minimum size is 8 characters and maximum 20 characters – no special characters (#, %, &, *, etc.)
- ◆ The password requires at least one LETTER or one NUMBER, (i.e. “msmith12”, or “1234567a”, but not “maryannsmith”)
- ◆ The Login ID will accept any combination of letters and numbers, (all alpha characters are ok for the Login ID– i.e. “maryannsmith” is acceptable as a Login ID).

15. Click on **OK** to submit your Password.

Note: A window will appear asking you to confirm a change to your Login ID. Click either **OK** or **Cancel** (cancel is not an option at this point, you **MUST** change your password). When you click **Yes**, you will be taken to the ALIRTS Home Page (Logged in).

16. A **Security Alert** box will then appear asking if you wish to return to a “non secured connection”. Click **Yes**.

The OAAA registration and login process is now completed. The next time you log into ALIRTS, the application will take you to the ALIRTS Home Page (Logged In).

Utilities - Maintaining the ALIRTS Account

This section of the User Guide describes features of ALIRTS which the OAAA will use to maintain the ALIRTS account, including how to edit the OAAA account, establish subsidiary Facility Users, add or remove a facility, and de-activate a Facility User.

17. Go to the ALIRTS Home Page (Steps 1 and 3). Notice that the ALIRTS Home Page now includes navigation links in the left margin, which allows the OAAA to edit registration information, to perform a Facility User search, and to change passwords.

Edit OAAA Registration

18. Click on **Edit OAAA Registration** in the left navigation bar. This will take you to the OSHPD ALIRTS Account Administrator Registration – Edit screen. This is the same screen that was originally used to establish the OAAA profile. You may alter any of the existing data elements by typing over them with new data. When the data have been changed to the correct information, click on the **Save** button. This will then take you back to the ALIRTS Home Page.

Facility User Search

19. Click on **Facility User Search** in left navigation bar.

The Facility User Search option is a gateway to a series of screens that will allow the OAAA to assign and maintain access rights to other users of the Account. This screen lists all Facility Users associated with the Account (both active and inactive). The OAAA can use these screens to:

- Edit the OAAA's profile. (See Step 18)
- Establish subsidiary Facility Users for each of the clinics associated with the ALIRTS Account. (See Step 20)
- View all the facilities and Facility Users in the Account. (See Step 21)
- Sort the Facility Users by facility number, facility name, active or inactive status, or user name. (See Step 22)

Clicking on **Close** will return you to the ALIRTS Home Page.

Adding a New Facility User

20. Click on the **Add User** button at bottom of page. This will take you to the Facility User Edit page. You can also use the function to edit an existing Facility User.

Facility User Edit

- 20.1. Enter First and Last Name of the additional Facility User (required). The Middle Initial is optional.

- 20.2. Assign the Facility User a Login ID. No two users can share the same Login ID.

IMPORTANT! About the Login ID & password:

- ◆ Both must be unique, i.e., no other employee can have same Login ID or password as you.
- ◆ Minimum size is 8 characters and maximum 20 characters – no special characters (#, %, &, *, etc.)
- ◆ The password requires at least one LETTER or one NUMBER, (i.e. “msmith12”, or “1234567a”, but not “maryannsmith”
- ◆ The Login ID will accept any combination of letters and numbers, (all alpha characters are ok for the Login ID– i.e. “maryannsmith” is acceptable as a Login ID).

- 20.3. The Facility User defaults to Active. Clicking on the checkbox will de-activate the Facility User.

- 20.4. Enter Password for Facility User and then re-enter it in the Confirm Password box.

Note: The password must be a minimum of eight characters and a maximum of 20 characters; must contain at least one number and one letter; and contain no special characters. The Password is case sensitive.

- 20.5. Enter the Facility User's Title (optional).

- 20.6. Enter the Facility User's Phone Number (required) and Extension (if applicable).

- 20.7. Enter the Facility User's FAX Number (optional, but encouraged).

- 20.8. Enter the Facility User's E-mail Address (required).

- 20.9. Enter the Facility User's Street Address, City, State and Zip Code (optional).

- 20.10. Under **Available Facilities for Reporting**, there is a list of all facilities associated with the OAAA. Click on the checkbox next to the clinic(s) for which you wish to grant authorization to access ALIRTS.

20.11. Click on **Save** to submit this information and to complete the addition of the Facility User. You will be taken to the top of the page and if all information was entered correctly, you will see a confirmation note in red stating: “Information successfully updated”. Click on the **Close** button at the bottom of the page and you will return to the Facility User Search Page. All new information entered will be lost if you click on the **Close** button before you save the data. **Note:** The first time a Facility User logs onto ALIRTS and uses the OAAA-provided Password, the Facility User will be required to change the password.

Viewing All Facilities and Facility Users

- 21.1 Filter the data to search just for Active users, Inactive Users or All Users, by clicking on the down arrow on the right side of the Facility User Status box. If a Facility User is authorized to submit data for more than one clinic, a separate line will appear for each clinic.
- 21.2 To edit the Facility User data, including the Login ID and Password, click on the Facility User’s name. ALIRTS will open the Facility User Edit screen.
- 21.3 Follow the instructions in “Adding a New Facility User” (Step 20) to edit the Facility User.

Sorting the Facility Users by Facility ID, Facility Name, Active / Inactive Status, or User Name

- 22.1 Click on **Facility ID** to toggle the sort between ascending and descending order.
- 22.2 Click on **Facility Name** to toggle the sort between ascending and descending order.
- 22.3 Click on **Active** or **Inactive** to toggle between active and Inactive Facility Users.
- 22.4 Click on **User Name** to toggle the sort between ascending and descending order.

Change Password

- 23.1 Click on **Change Password** in the left navigation bar.
- 23.2 Change the password by entering a new password in the “Password” field and then re-entering it in the “Retype Password” field.

IMPORTANT! About the Login ID & password:

- ◆ Both must be unique, i.e., no other employee can have same Login ID or password as you.
- ◆ Minimum size is 8 characters and maximum 20 characters – no special characters (#, %, &, *, etc.)

- ◆ The password requires at least one LETTER or one NUMBER, (i.e. “msmith12”, or “1234567a”, but not “maryannsmith”)
- ◆ The Login ID will accept any combination of letters and numbers, (all alpha characters are ok for the Login ID– i.e. “maryannsmith” is acceptable as a Login ID)

23.3 Click on **OK** to submit you changed password. **Cancel** will redirect you back one page without your changes.

Note: A window will appear asking you to confirm a change to your Login ID. Click either **Yes** or **Cancel**. If you click **Yes**, you will be taken to the ALIRTS Home Page. If you click **Cancel**, you will be taken back to the Facility User Search Page.

Step-by-Step OAAA Guide For Quick Registration and Login

1. Launch Internet Explorer (IE).
2. **Check** the encryption
3. **Type** "http://alirts.oshpd.state.ca.us" in your browser Address Box and press **<Enter>**.
4. **Click** on **OAAA Registration** in the left-margin to begin the OAAA registration process.
5. **Enter** your nine-digit OSHPD Facility ID and press **<Tab>**.
6. **Enter** your ALIRTS Tracking ID number exactly as it appears in the cover letter, including the hyphens.
7. **Click** on **OK**. (After you have verified that both ID numbers have been typed correctly).
8. On the OSHPD ALIRTS Account Administrator Registration screen
 - 8.1. **Enter** OAAA's First and Last Name.
 - 8.2. **Enter** OAAA's Title.
 - 8.3. **Enter** OAAA's Telephone Number.
 - 8.4. **Enter** OAAA's E-mail Address.
 - 8.5. **Enter** OAAA's Street Address, City, State and Zip Code.
9. Designate an Alternate Contact and provide the registration information:
10. If the OAAA is responsible for only one clinic, click **Submit** button at the bottom of the page. A message will appear to confirm that registration was successful.
11. To register multiple clinics **enter** the Facility ID number and Tracking for each additional facility under "Other Administered Facilities" (bottom of the page) and **Click** on **Submit**.
12. ALIRTS will generate the OAAA Registration Received (Confirmation) Page.
 - 12.1. **Print** the Confirmation page
 - 12.2. **Review** and **sign** the OAAA Registration/Confirmation Page and **FAX** to OSHPD. Be sure to make a copy of this page for your records.
 - 12.3. **Click** on **ALIRTS home**.
13. ALIRTS will send the OAAA a Login ID by e-mail.
14. Go to the ALIRTS home page (Steps 1 and 2), and **click** on **Login**.
 - 14.1. At the Login page, **enter** the Login ID (from the e-mail note) and
 - 14.2. **Enter** the password (from the Registration/Confirmation page).
 - 14.3. **Click** ok
15. At the Change Password page:
 - 15.1. **Enter** a new Login ID (optional but recommended)

- 15.2. **Enter** a new password.
- 15.3. **Retype** password in the “Retype Password” field.
16. **Click** on **OK**.